

*[APhA Letterhead]*

*[Date]*

*[Resident Name]*

*[Address]*

*[City, State, Zip Code]*

Dear *[Resident Name]*:

We are writing to notify you of recent unauthorized access to computer systems that contained certain of your personal information, and to inform you of actions you may take to protect yourself against any risks of fraud or other misuse of your personal information. We sincerely apologize for any inconvenience this incident may cause, and thank you for your understanding and cooperation as we continue our investigation.

On Monday, May 28, 2012, the APhA website was defaced by an unknown individual or group. Within minutes of learning of the incident, we shut down our web site and related computer servers. APhA then reported the incident to law enforcement, engaged an experienced forensic cybersecurity team to conduct an aggressive investigation, and implemented a plan to prevent further data access. APhA continues to work with law enforcement in connection with the incident.

The forensic investigation has determined that unauthorized individuals had access to certain of our computer servers between April 23, 2012 and May 28, 2012, including a file with your name, address, and the number and expiration date of a credit card you provided to APhA in a previous transaction. That file did not include your credit card security code.

Although there is no indication that the unauthorized individuals actually accessed or acquired your personal information, we are notifying you to ensure you have the opportunity to take appropriate steps to protect your credit card account from unauthorized use or other mischief involving your personal information.

Attached to this letter is information that is intended to help you, including information about how to contact APhA if you have additional questions about this incident. The attachments also include additional information for residents of certain states. Please carefully review the attachments to see if additional information may apply to you.

APhA regrets that this incident occurred and is taking swift action to avoid a recurrence. Again, on behalf of the entire management team, I sincerely apologize for any inconvenience this incident may cause you.

Sincerely,

Thomas E. Menighan, BSPharm, MBA, ScD (Hon), FAPhA  
Executive Vice President & CEO

**HOW TO REACH APhA**  
**FOR ADDITIONAL INFORMATION ABOUT THIS INCIDENT**

To answer any questions or address any concerns you may have, we have set up a telephone number for you to call during regular business hours: 1-202-558-2714.

You may also contact us by email at: [pharmacist.com@aphanet.org](mailto:pharmacist.com@aphanet.org).

**CREDIT CARD NUMBER RECOMMENDATION**

To protect yourself from the possibility of identity theft or misuse of the credit card number used in a previous transaction with APhA, we recommend that you immediately contact the bank which issued the credit card and request a new account number. Tell them that your account number may have been compromised and that you would like to prevent any possible misuse of the credit card.

**ADDITIONAL STEPS TO HELP PROTECT AGAINST IDENTITY THEFT**

We also recommend that you protect yourself from the possibility of fraud and identity theft and remain vigilant by monitoring your account statements and free credit reports for unexplained, suspicious or unauthorized activity. You may obtain a copy of your credit report once per year, free of charge, whether or not you suspect any unauthorized activity on your account, by contacting each of the nationwide consumer credit reporting agencies identified below, or by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). You may obtain information about additional protections, such as fraud alerts and security freezes, from each of the three credit reporting agencies shown below. For your convenience, general information about requesting a security freeze is enclosed with this letter.

**Equifax**  
**(888) 766-0008**  
P.O. Box 740256  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

**Experian**  
**(888) 397-3742**  
P.O. Box 2104  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**TransUnion**  
**(800) 680-7289**  
P.O. Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)

The Federal Trade Commission (FTC) recommends that you check your credit reports periodically to help you spot problems and address them quickly. If a report shows accounts you did not open, inquiries from creditors that you did not initiate, personal information, such as a home address, that is inaccurate, or other information you do not understand, contact one of the credit reporting agencies immediately. In addition, if you find suspicious activity on your credit reports or have reason to believe your personal information is being misused, authorities generally recommend that you take two additional steps: First, call your local law enforcement agency and file a police report. Get a copy of the report as many creditors want the information it contains to absolve you of any fraudulent charges. Second, file a complaint with the FTC, which will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement agencies for their investigations.

You can file a complaint or obtain additional information about preventing identity theft from the Federal Trade Commission:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
(877) 438-4338

**SPECIAL NOTICE FOR MARYLAND RESIDENTS:**

The Maryland Office of the Attorney General and the Federal Trade Commission (FTC) can provide you with additional information about steps you can take to avoid identity theft and may be contacted at:

**Maryland Office of the Attorney General**  
Consumer Protection Division  
200 Saint Paul Place  
Baltimore, Maryland 21202  
Toll free: (888) 743-0023  
[www.oag.state.md.us/idtheft/](http://www.oag.state.md.us/idtheft/)

**Federal Trade Commission**  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Toll free: (877) 438-4338  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**SPECIAL NOTICE FOR NORTH CAROLINA RESIDENTS:**

The North Carolina Attorney General's Office and the Federal Trade Commission (FTC) can provide you with additional information about steps you can take to avoid identity theft and may be contacted at:

**North Carolina Attorney General Roy Cooper**  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(919) 716-6400  
[www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission**  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Toll free: (877) 438-4338  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**HOW TO REQUEST A SECURITY FREEZE**

Following is general information about how to request a security freeze from the three credit reporting agencies. While we believe this information is accurate, you should contact each agency for the most accurate and up-to-date information.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. In some states, if you have been a victim of identity theft, and you provide the

credit reporting agency with a valid police report, the agency cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

<b>Equifax Security Freeze</b> <b>P.O. Box 105788</b> <b>Atlanta, GA 30348</b> <a href="https://www.freeze.equifax.com">https://www.freeze.equifax.com</a>	<b>Trans Union</b> <b>Security Freeze</b> <b>Fraud Victim Assistance Department</b> <b>P.O. Box 6790</b> <b>Fullerton, CA 92834</b> <a href="https://freeze.transunion.com">https://freeze.transunion.com</a> 888-909-8872
<b>Experian Security Freeze</b> <b>P.O. Box 9554</b> <b>Allen, TX 75013</b> <a href="http://www.experian.com/freeze">www.experian.com/freeze</a>	

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit agencies must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) **and** the PIN

number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

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